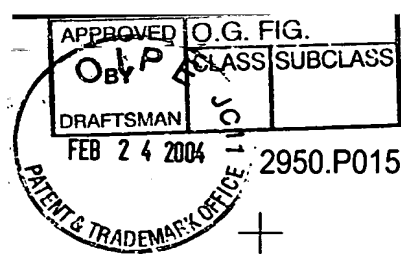


Fig. 1



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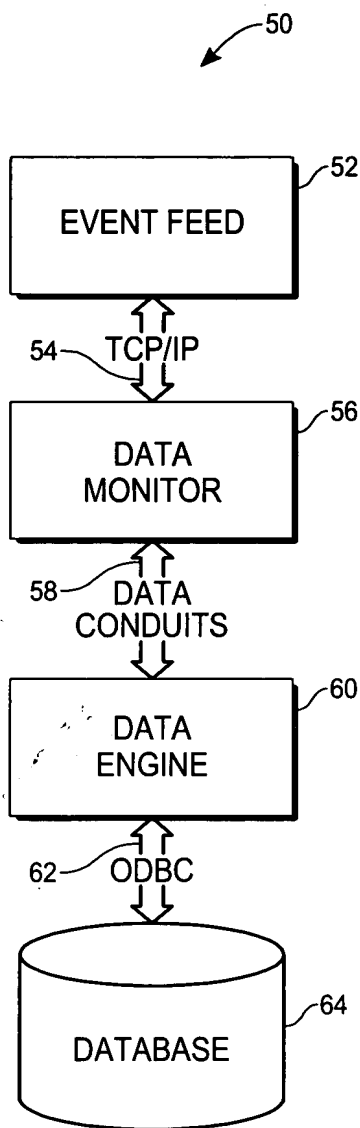


Fig. 2

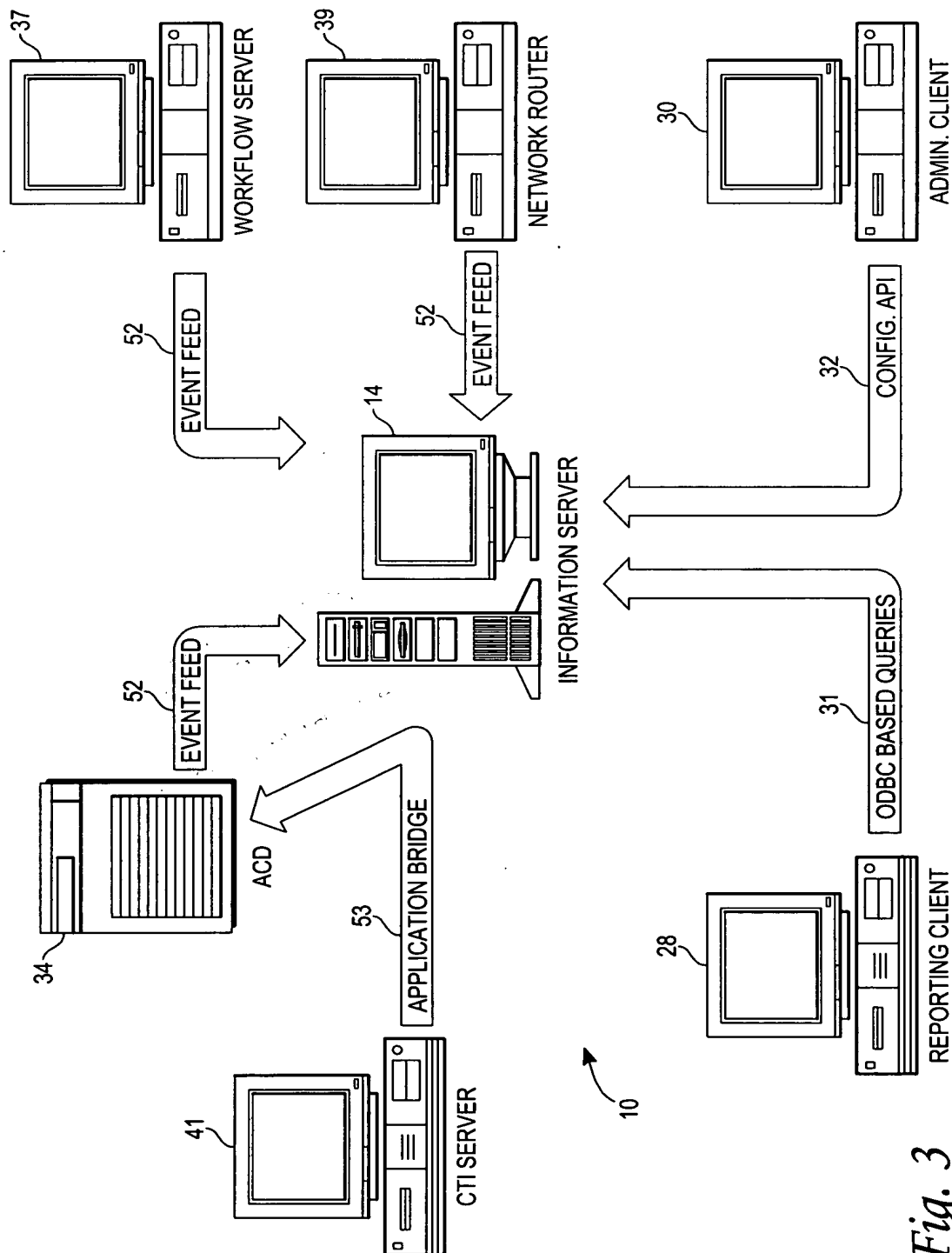


Fig. 3

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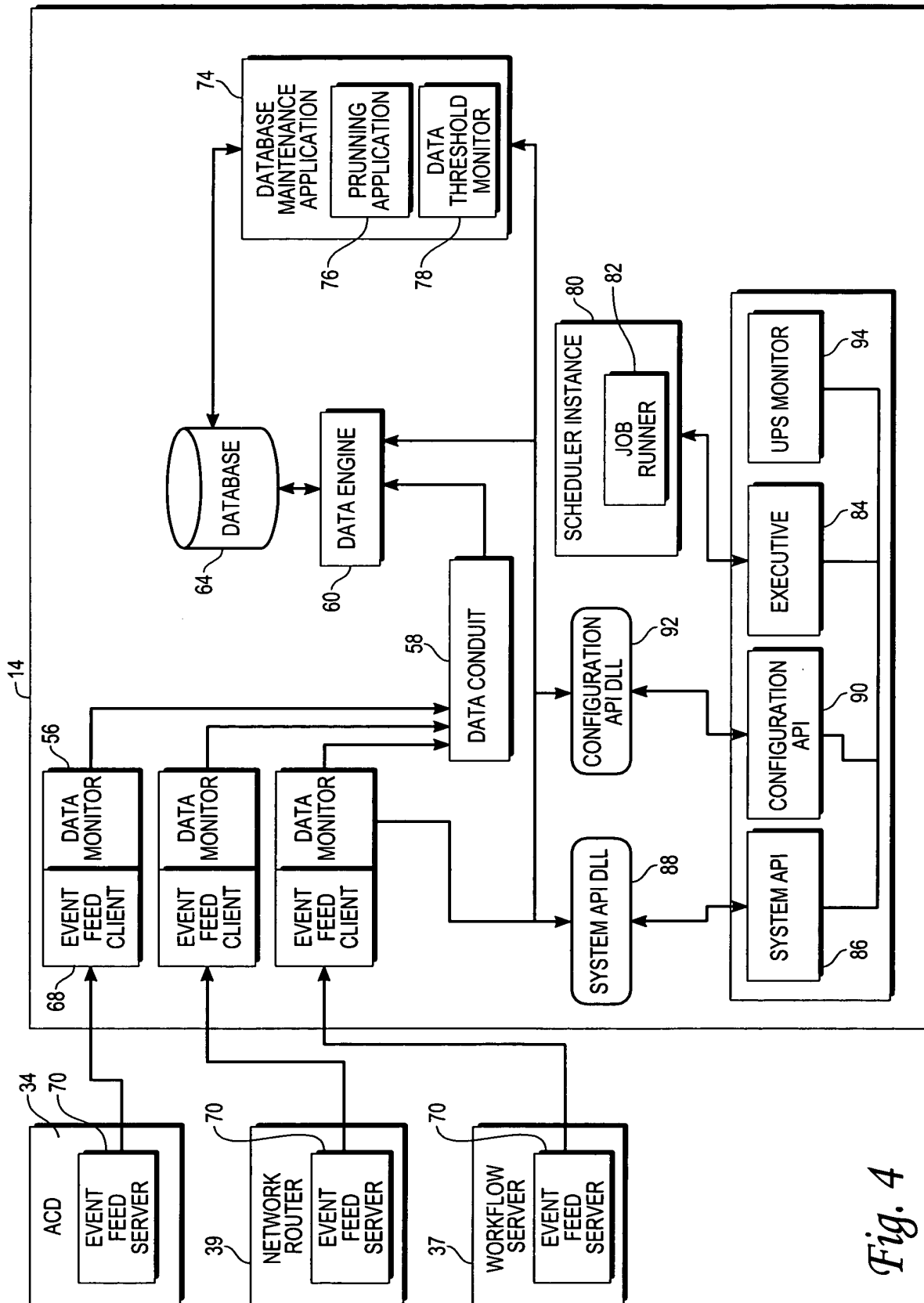


Fig. 4

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2950.P015

Docket No.: 2950P015

RECORD IN DATA CONDUITS

NODE ID	UTC DATE	UTC TIME ID	LOCAL DATE ID	LOCAL TIME ID	CALL SEGMENT TYPE ID
1	10753	10753	10752	170539	145
132	12	183	357	240	695

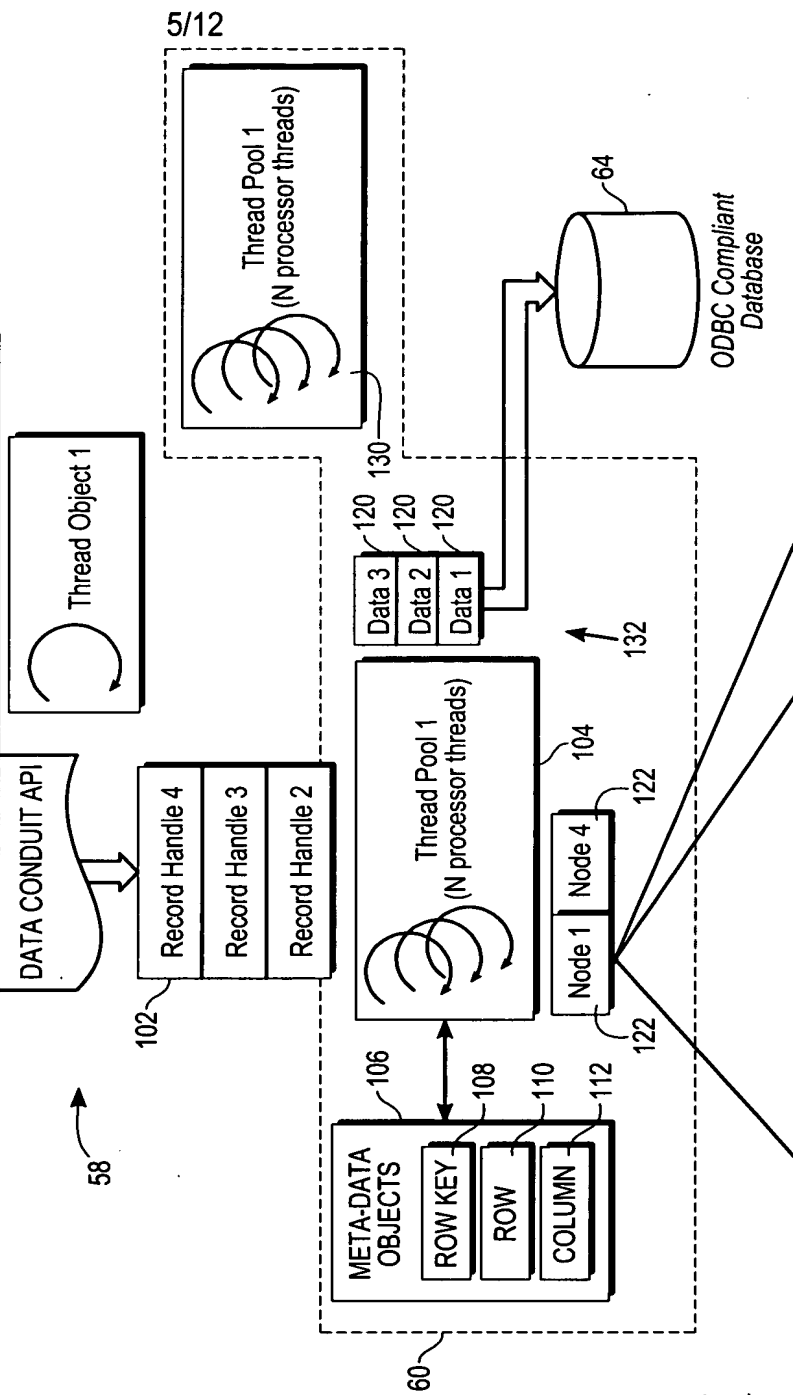


Fig. 5

Fig. 5A
 Fig. 5B

Fig. 5A

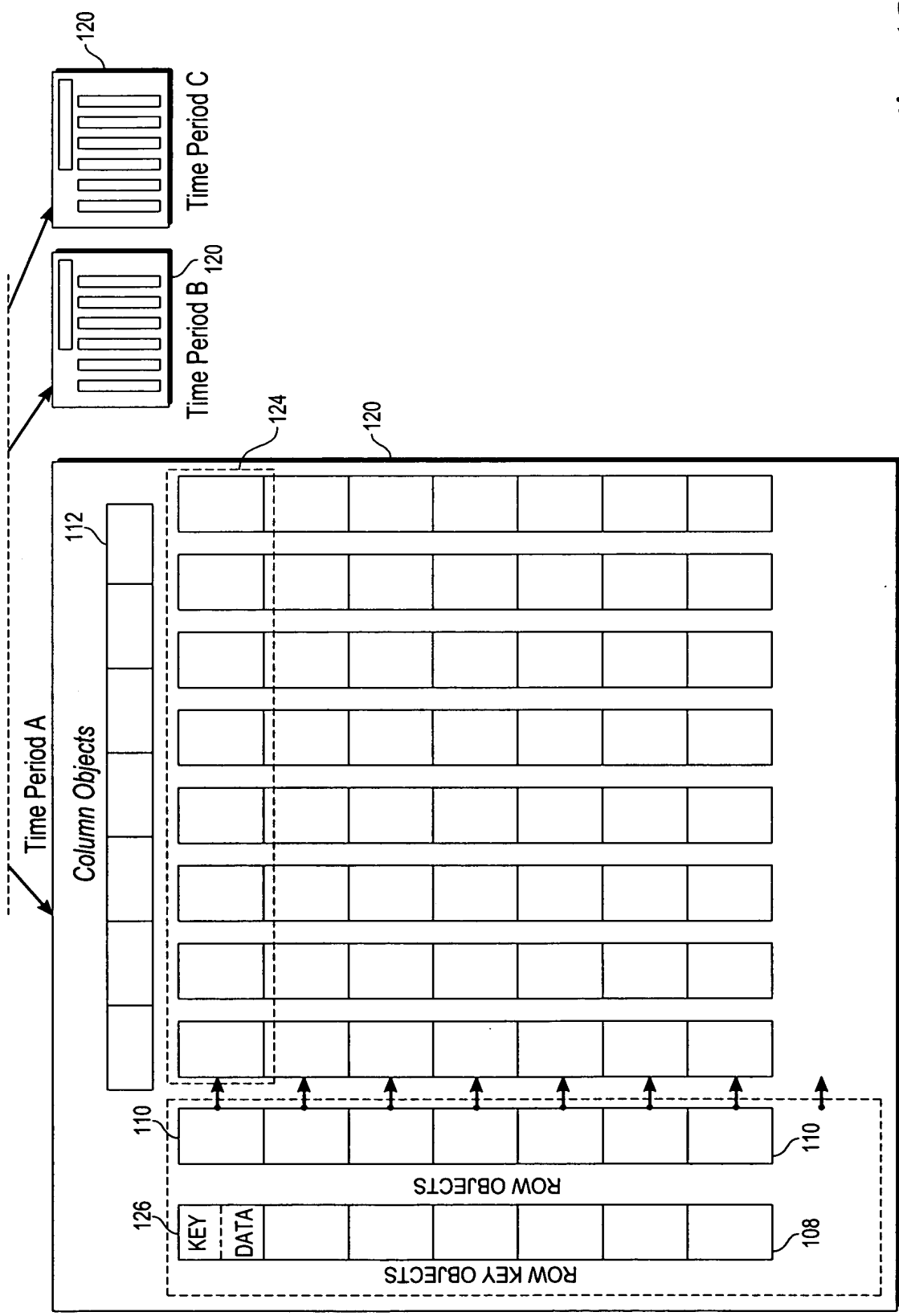


Fig. 5B

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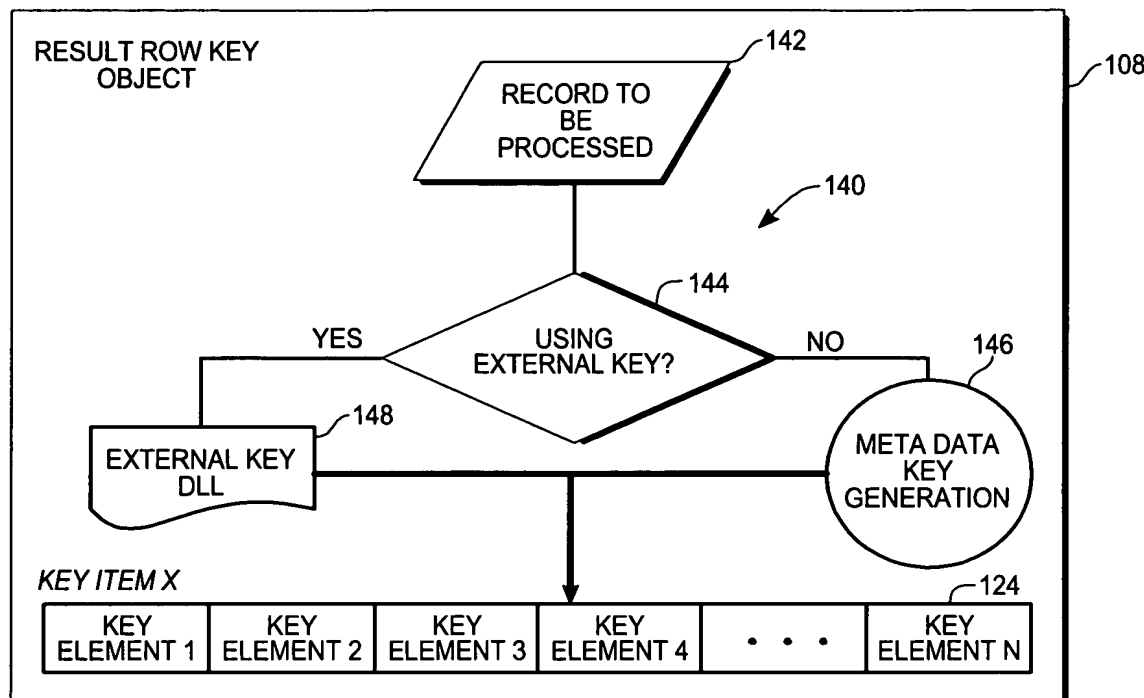


Fig. 6

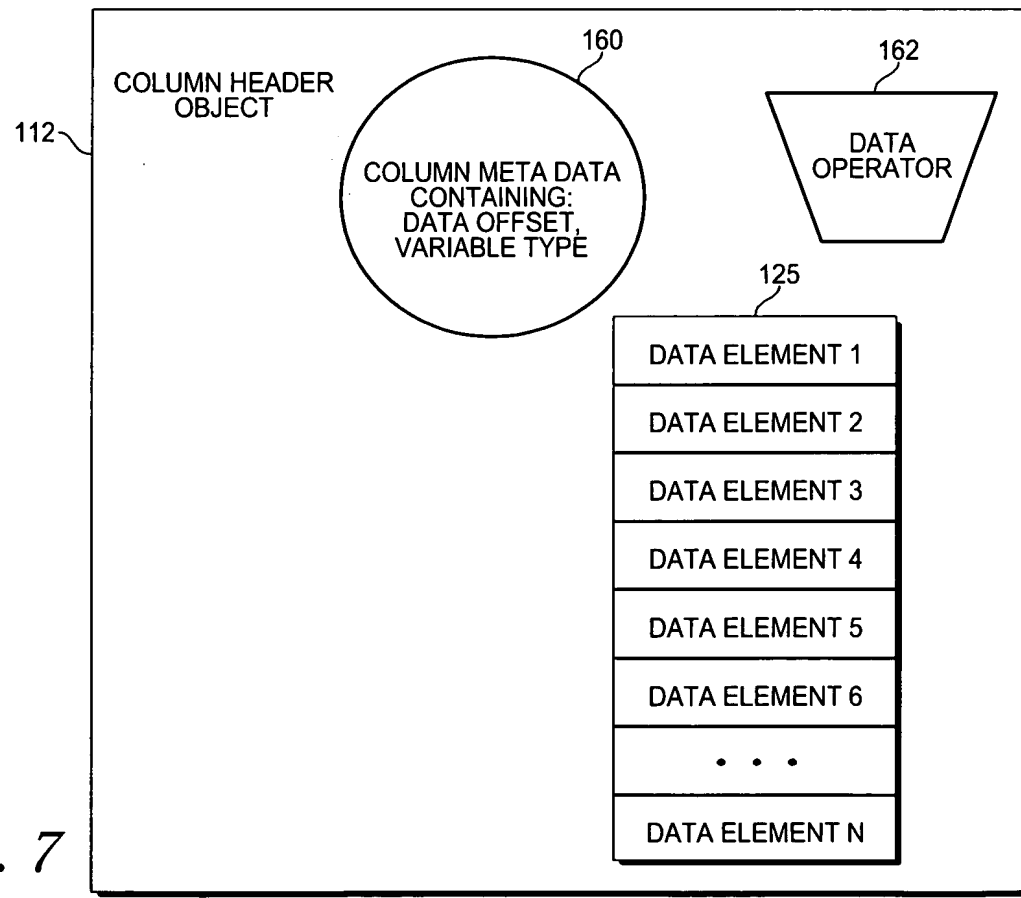


Fig. 7

NODE ID	UTC DATE ID	UTC TIME ID	LOCAL DATE ID	LOCAL TIME ID	CALL SEGMENT TYPE ID
QUEUE TIME	RING TIME	HOLD TIME	TALK TIME	WAITING TIME	WRAPUP TIME
1	10753	10539	10752	170539	145
132	12	183	357	240	695

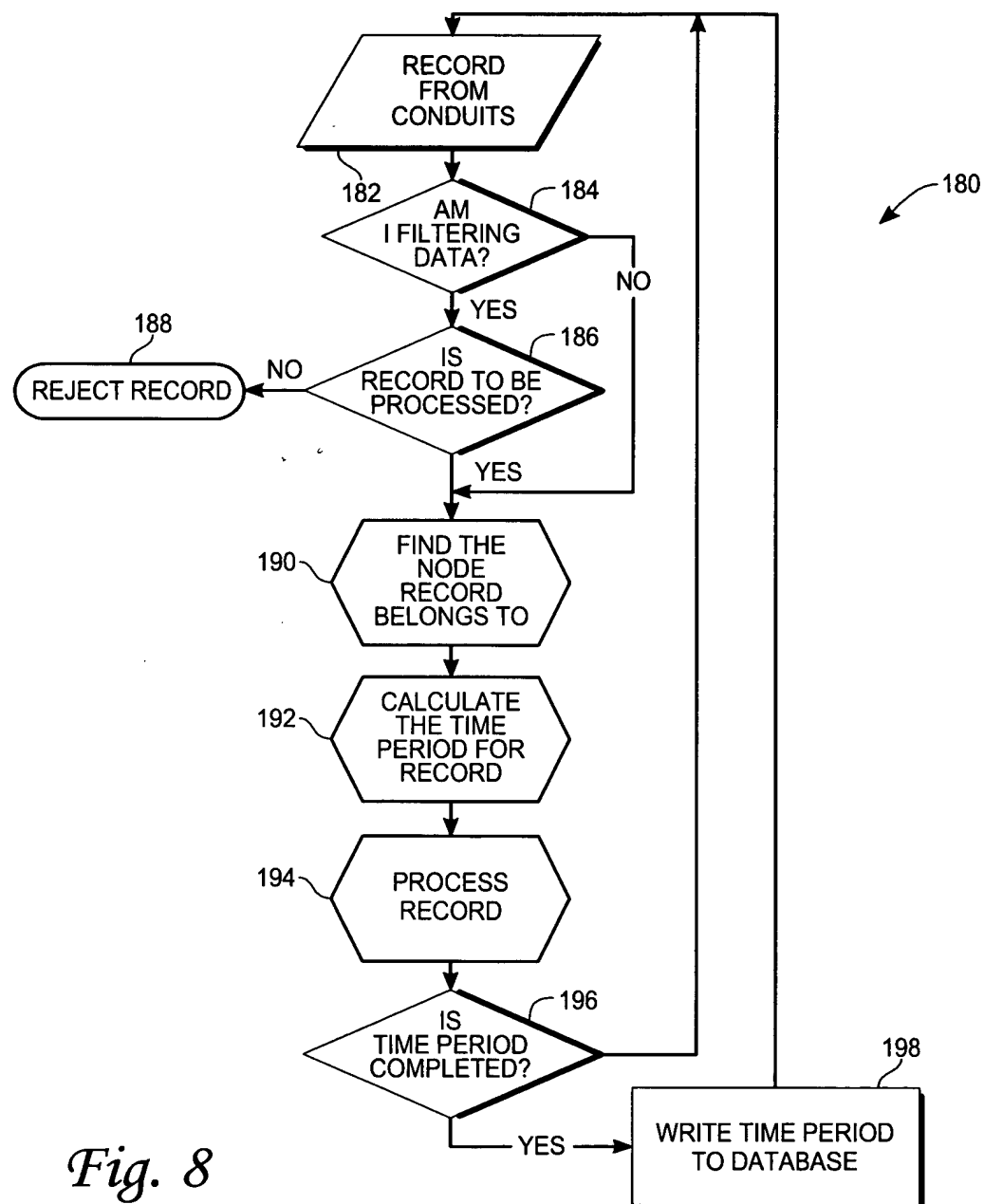
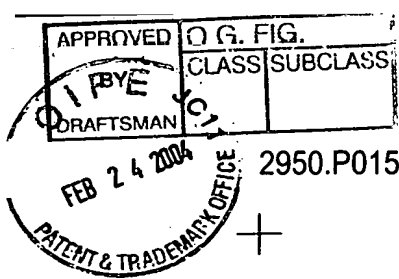


Fig. 8



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200

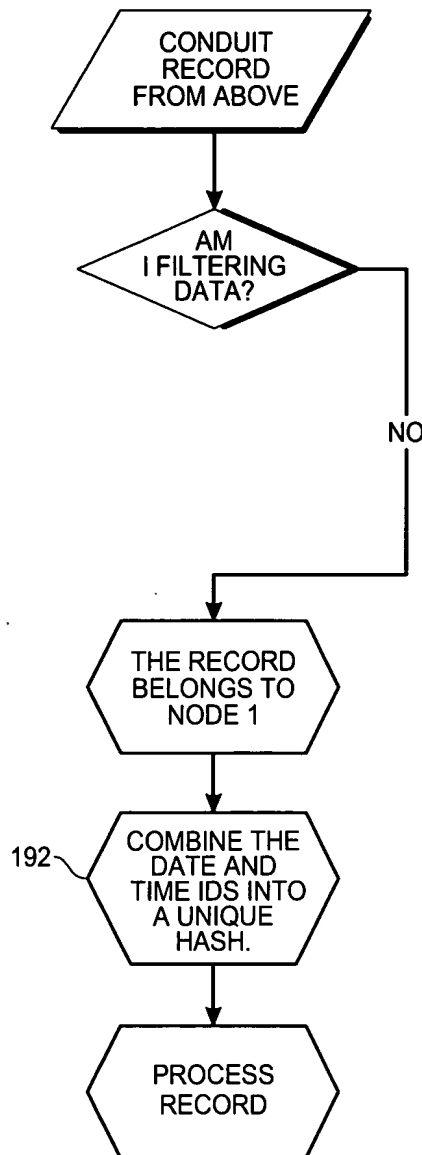


Fig. 9

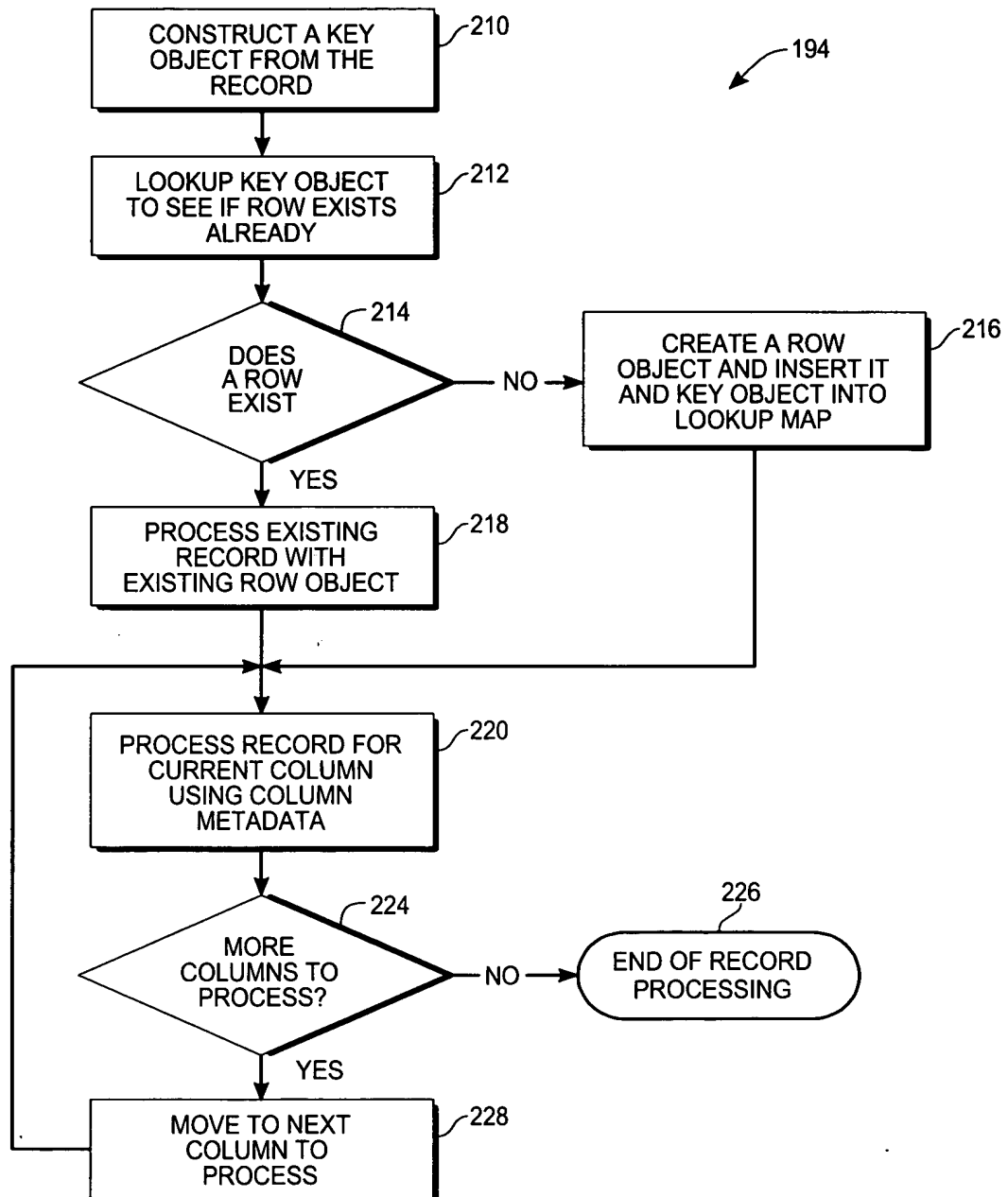


Fig. 10

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EXAMPLE OF PROCESSING A RECORD FOR ONE COLUMN

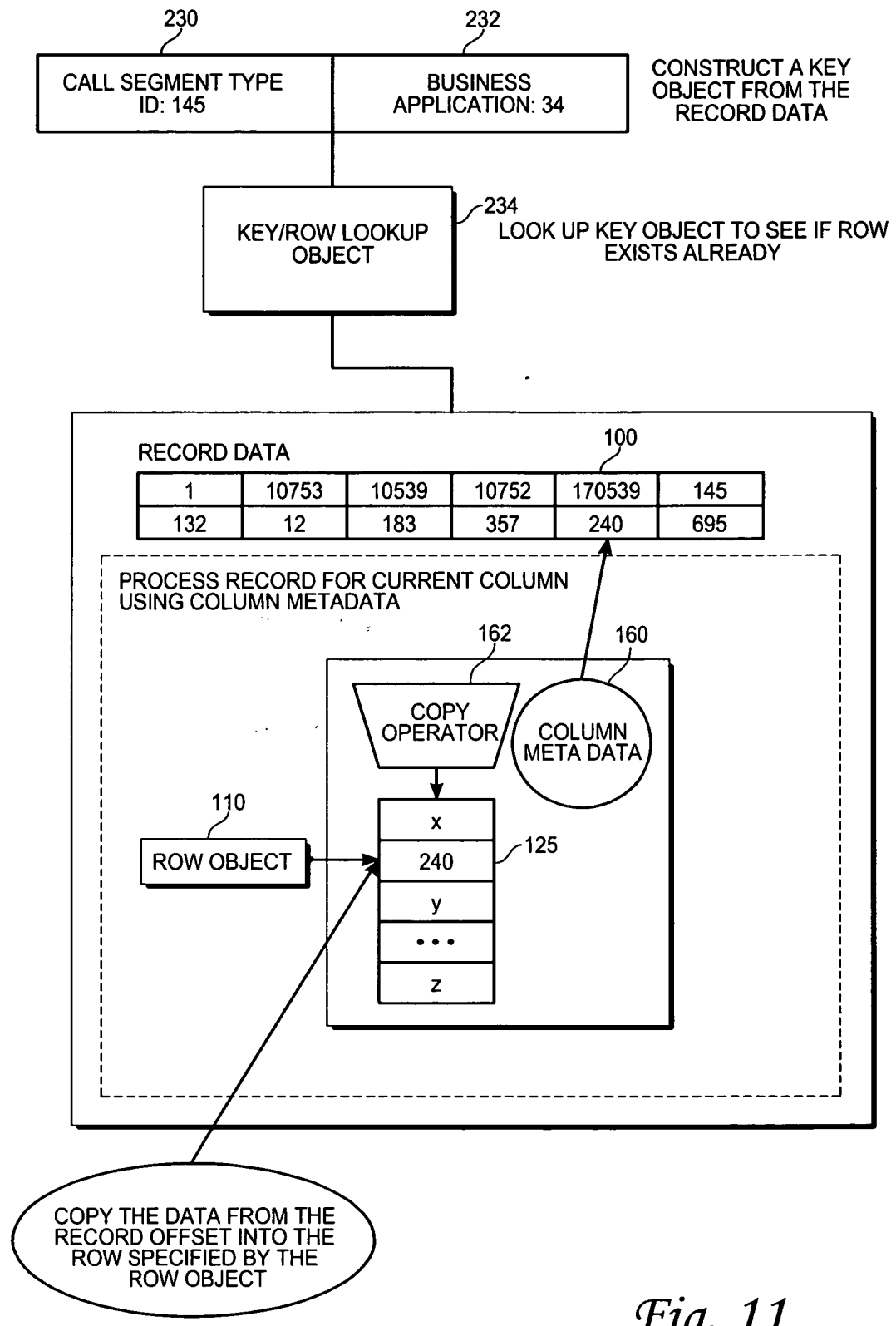


Fig. 11

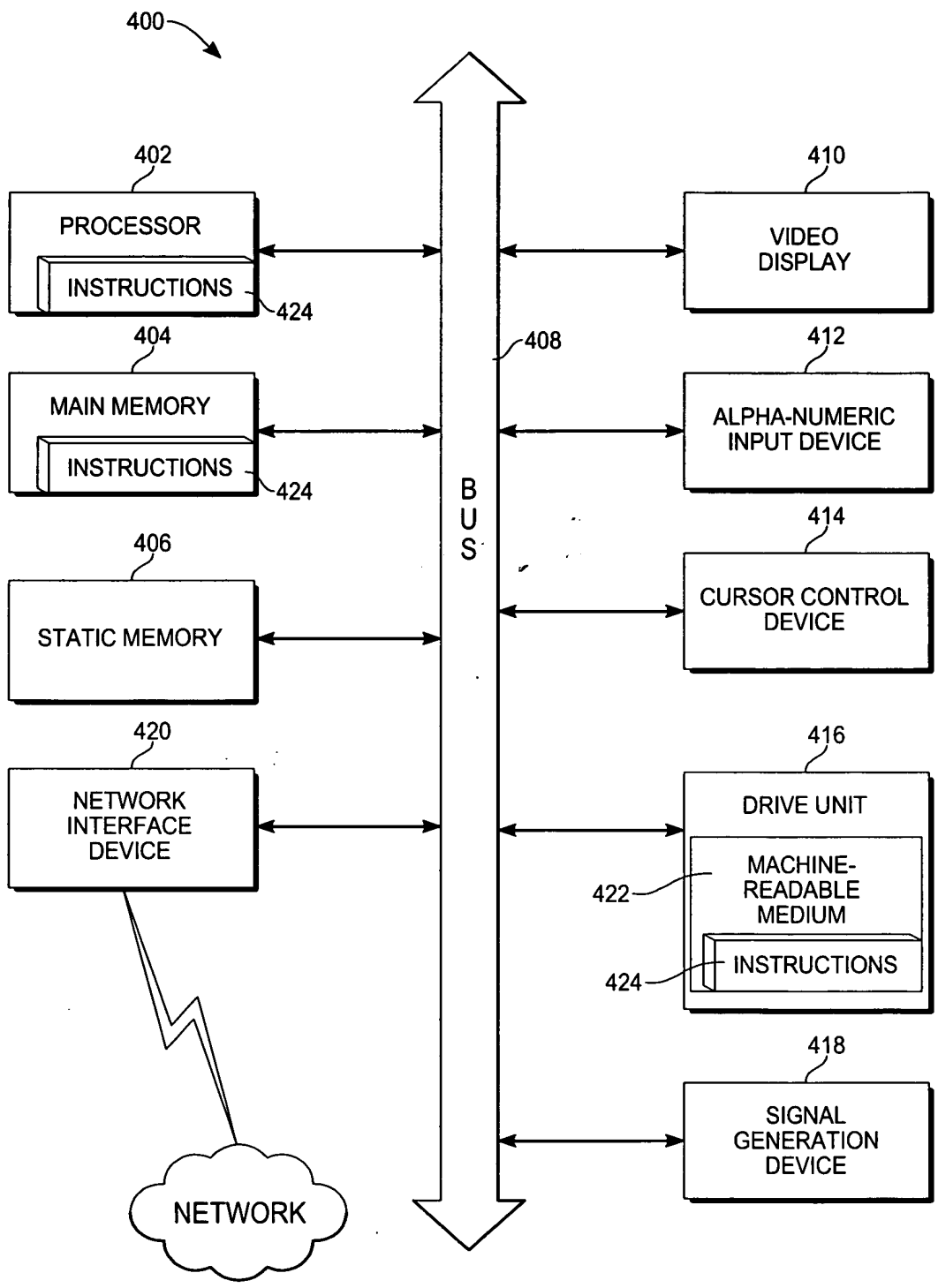


Fig. 12